

**IMAC IT Subcommittee Minutes**  
March 13, 2003-DHFS, 1 W. Wilson, Room 672

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-Submitted by Luann Page, ES Supervisor, Waukesha County

Present: Laurie Teubert, Debbie Bigler, Amy Mendel-Clemens, Bob Martin, Sara Pynenberg, Kathy Luedtke, Tony Sis, Jeanne Brandl, Jim Jones, Divya Nidhi, Jill Jokela, Luann Page

By teleconference: Diane Peterson, Kelly Reid, Janice Tripp

**Housekeeping**

Minutes from February 13th meeting were distributed and approved.

Luann agreed to record the minutes for the March 13, 2003 meeting.

Addition to Agenda: Case Directory with Divya Nidhi and Jill Jokela

**Communication Strategies-Amy Mendel-Clemens**

Amy provided a mock-up of the Eligibility Management page for the group's input as to what could be modified or added. The purpose of this page is to link various resources together to ease in the process of finding the latest information updates to programs. It was suggested that Supervisory Central and FS QC Tips be added. In addition, CARES highlights could be a new link to system and policy updates that occurred in the last month. It was also suggested that there be a high level search capability for Operations Memos, FS QC Tips, Wizard RAQ's, DXBM's and Admin Memos.

Amy noted there would continue to be notices via email sent to CARES Coordinators for new Operations Memos and that soon notification of Admin Memos will come in the same manner.

**CARES Wish List Update-Debbie Bigler**

Debbie had previously asked county representatives to query workers as to what changes they would like see put into CARES, then compiled a list with the feedback she received. The group began a lengthy discussion item by item and agreed to continue with the list at the next meeting or two.

**DHFS CARES Priority List-Jim Jones**

The 03-05 Biennial Budget Changes (as described in the Governor's Budget Proposal and subject to change) section of the list was discussed. The proposed changes are for January 1, 2004 and include BadgerCare Premium Changes, BadgerCare Employer Verification, SeniorCare Enrollment Fee Change, SeniorCare Deductible Amount Changes, Spousal Impoverishment Asset Share, Personal Needs Allowance (& mass change), and IM Centralization.

**Milwaukee/Dane Change Reporting Center Update-Tony Sis and Debbie Bigler**

Tony handed out an update of statistics from Dane County's Change Reporting Center. There are currently 4 half-time employees with an expectation 5 will be needed to allow for completion of the work involved. Job duties of those individuals continue to be established as a better feel for the work involved becomes clearer. Currently, they carry half a regular IM caseload. Non-Change Center workers report they are receiving less phone calls now.

At the Milwaukee Change Reporting Center, Debbie stated they receive approximately 4000 changes a month for the 7 full-time workers. Normally, the only time phone calls are in queue is the first half hour of the morning.

**Case Directory-Divya Nidhi and Jill Jokela**

Total cost of printing the case directory is \$200,000 a year. One solution is to create an automated workload management tool with a separate database that contains a search tool similar to WPFN. The search could bring up verification due, reviews due, etc. and would include a way to work down through the information similar to how Data Warehouse functions. The idea is to make information available that is more flexible than the rigid format now in place. It was suggested the case directory be taken to QA for input as to what could be included to help with error reduction. Sarah stated she has the results of the AE Find Survey, which she will pass on to Jim. The biggest consideration is how current the information must be in order for it to be useful. It was asked that committee members meet with local staff for their input as to what they'd like to see included and email (to Jim) or bring the results to the next meeting.

Next Meeting-April 10, 2003, 9:30-12:30 at DHFS, 1 West Wilson, Room 672.  
Topics include: Further discussion of the Case Directory, CARES Wish List, and CARES  
Priorities